



BROCKWAY

KIDDERMINSTER

KIDDERMINSTER TRADING ESTATE, SPENNELLS VALLEY ROAD
KIDDERMINSTER, WORCESTERSHIRE DY10 1XS, ENGLAND
Telephone: Admin 01562 824737 Sales 01562 828 200
Fax: 01562 752010

CUSTOMER SERVICE ENQUIRY FORM

Until this Form is fully completed no Action or Inspection can be arranged

Our Ref:

Your ref:

Date:

Wholesalers name and Address:

Telephone No: Fax No: Contact:

Retailers Name and Address:

Telephone No: Fax No: Contact:

Consumers Name and Address:

Telephone No.(Home) (Work)

Carpet Details:-

Quality: Colour:

Total Size of Installation: Size of Carpet under Complaint:

Your Order Number: Our invoice Number and Date:

Fitting Details:-

Date fitted: Method of fitting:

Floor Type: Type of Underlay:

General Information:-

Number of People in Household: Pets (if any)

Area under Complaint: Areas in which Carpet Fitted:

If stairs, has carpet been moved to equalise wear as BS5325?

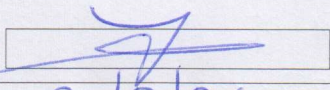
Has the Carpet been anti stain treated e.g. Scotchguard[™]?

Please give overleaf the name of the person inspecting the carpet on your behalf and details of his report and his assessment of the complaint.

REPORT

When providing a sample for testing please ensure it is as close to A4 size as possible.

CARPET IS PULLING AGGRESSIVELY.
CUSTOMER HAS CORRECT VACUUM CLEANER &
DOES NOT WEAR SHOES INSIDE PROPERTY ON
CARPETED FLOORS.
PHOTOS ATTACHED BY EMAIL.

Signature:  Name in Block Capitals: JACK BANTON
Date: 21/3/24

Please note that we are unable to take any further action until you own Representative has inspected this installation.